

# Maintaining a Service Portfolio

*Using AGORA tool and FitSM principles*

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# What are we going to talk about today

IT Service Management (ITSM)

Service Portfolio



**AGORA**  
Resource Portfolio Management



Standards for lightweight  
IT service management



# IT Service Management - ITSM

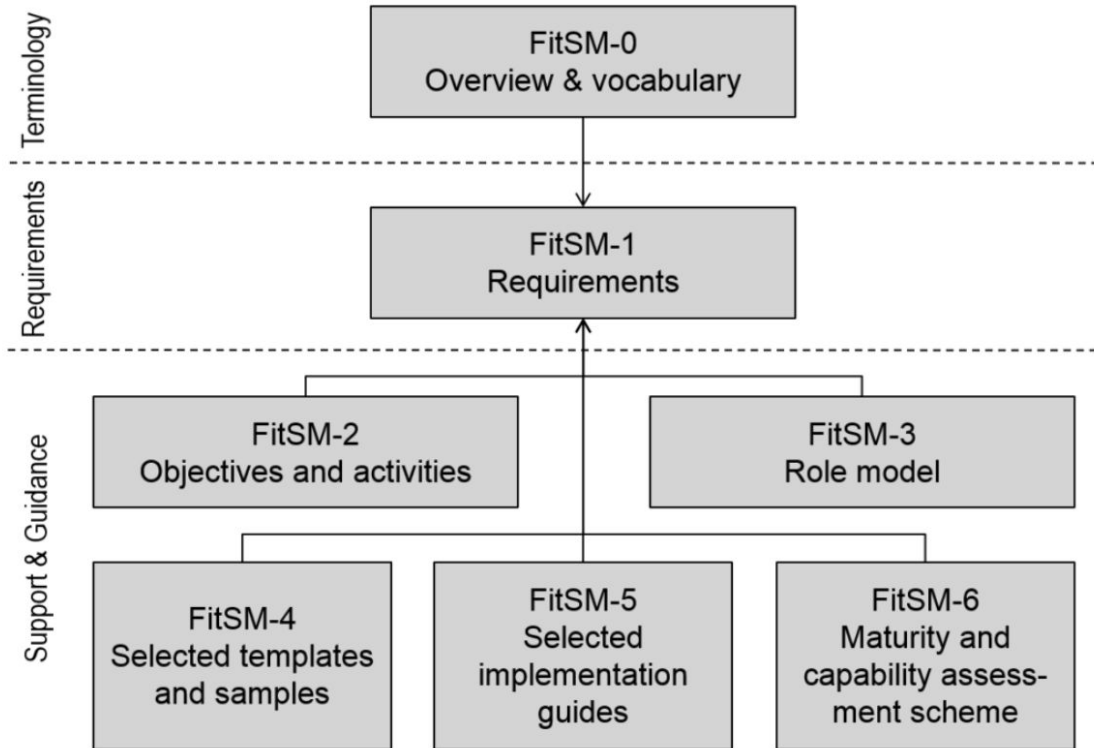
- **technology**
- **people**
- **processes/activities to**
  - **design**
  - **create**
  - **deliver**
  - **support**services to customers

**ITIL:** a traditional way to do ITSM (*30 years*)

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## FitSM: a new way of doing ITSM

- **free & lightweight**
- **optimized for Federated Environments**
  - managing interoperability
  - cooperation between different organizations to deliver services



# FitSM Process Model



Service Portfolio



Service Level Management



Reporting



Availability & Continuity



Capacity



Information Security



Customer Relationships



Supplier Relationships



Problem Management



Incidents & Requests



Configuration Management



Change Management



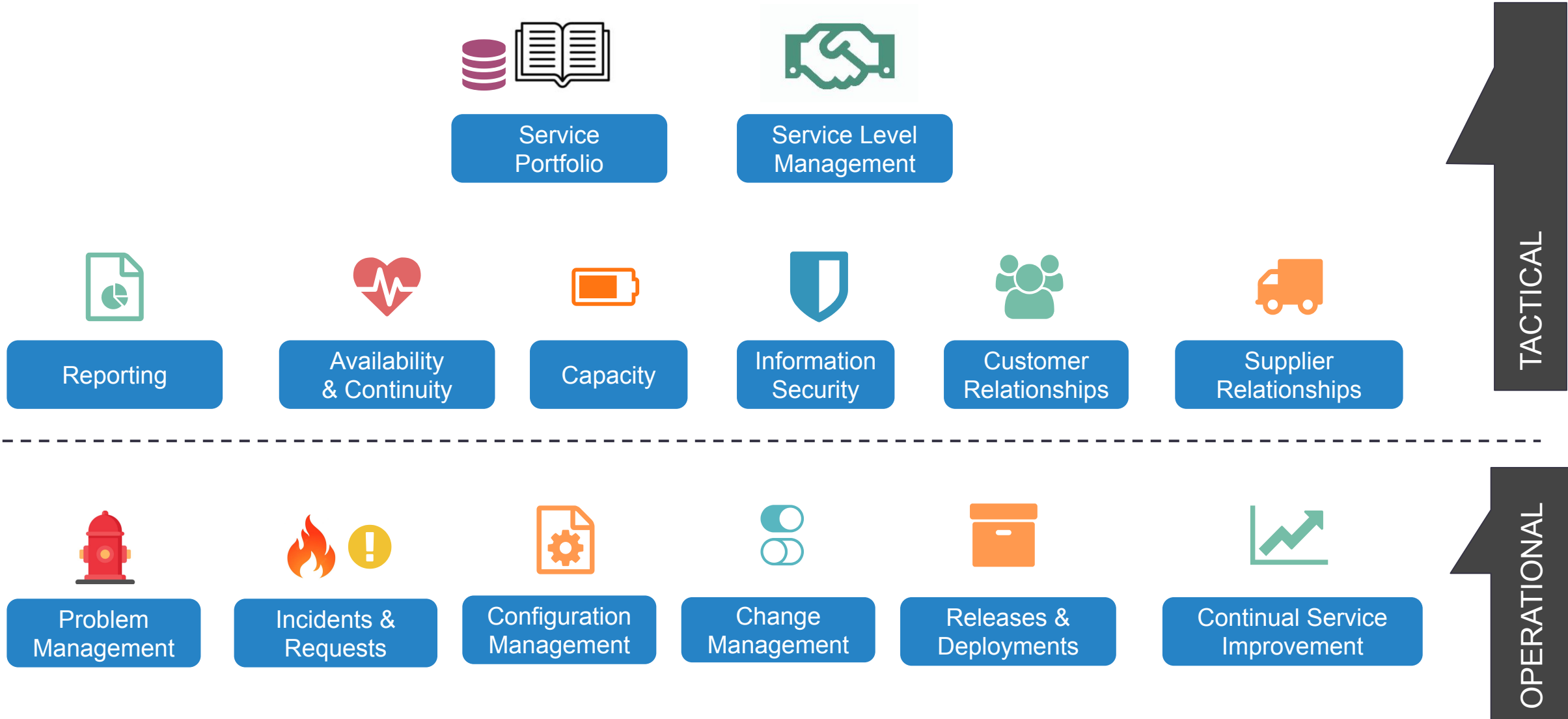
Releases & Deployments



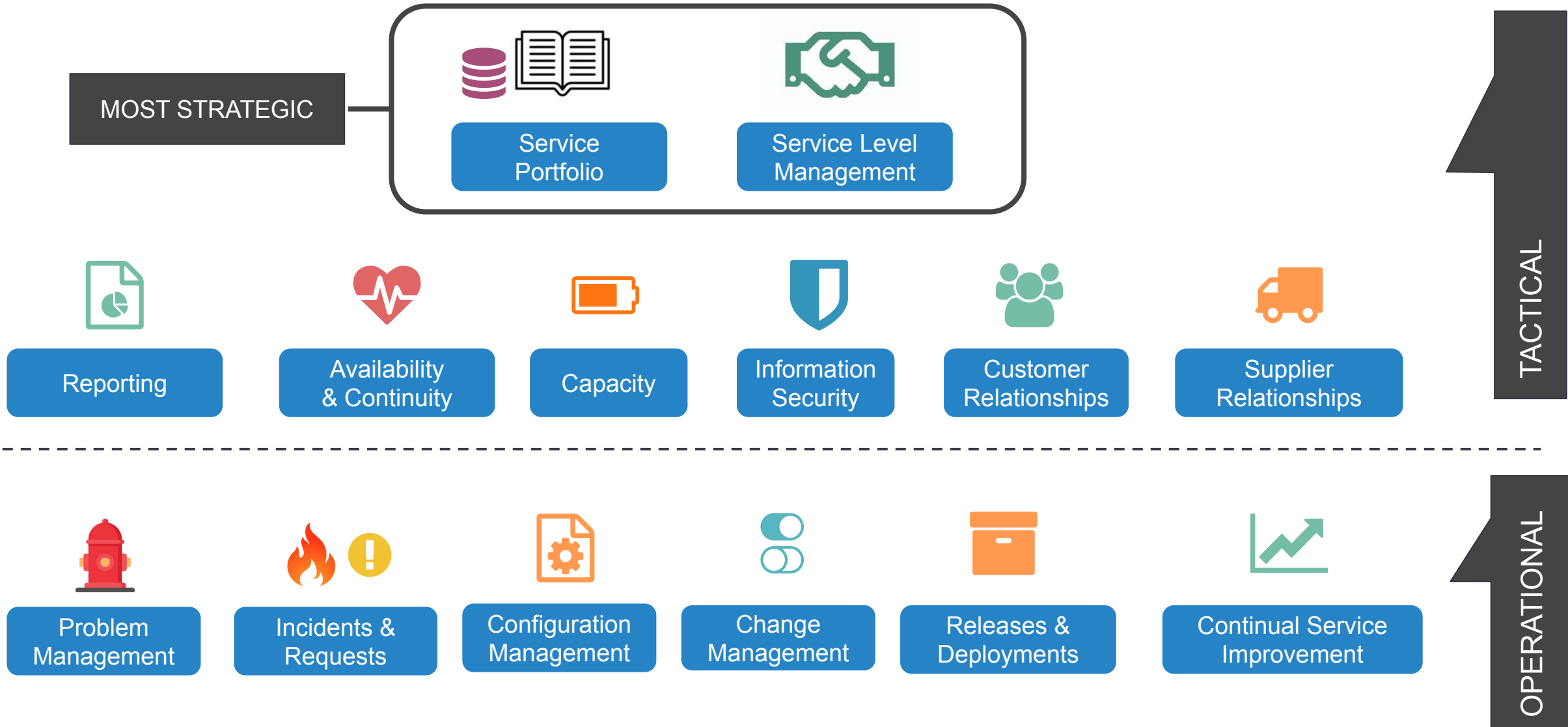
Continual Service Improvement



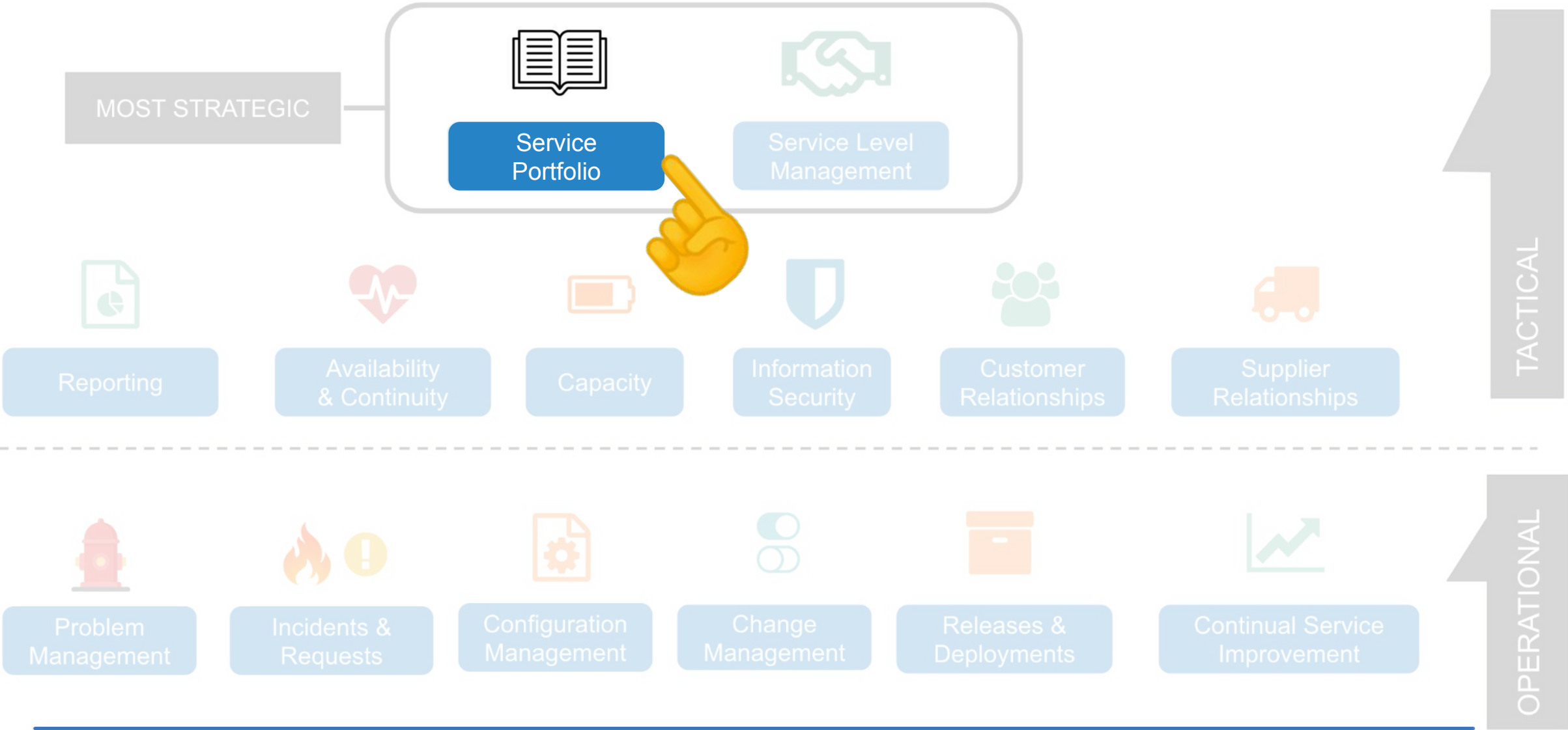
# FitSM Process Model



# FitSM Process Model



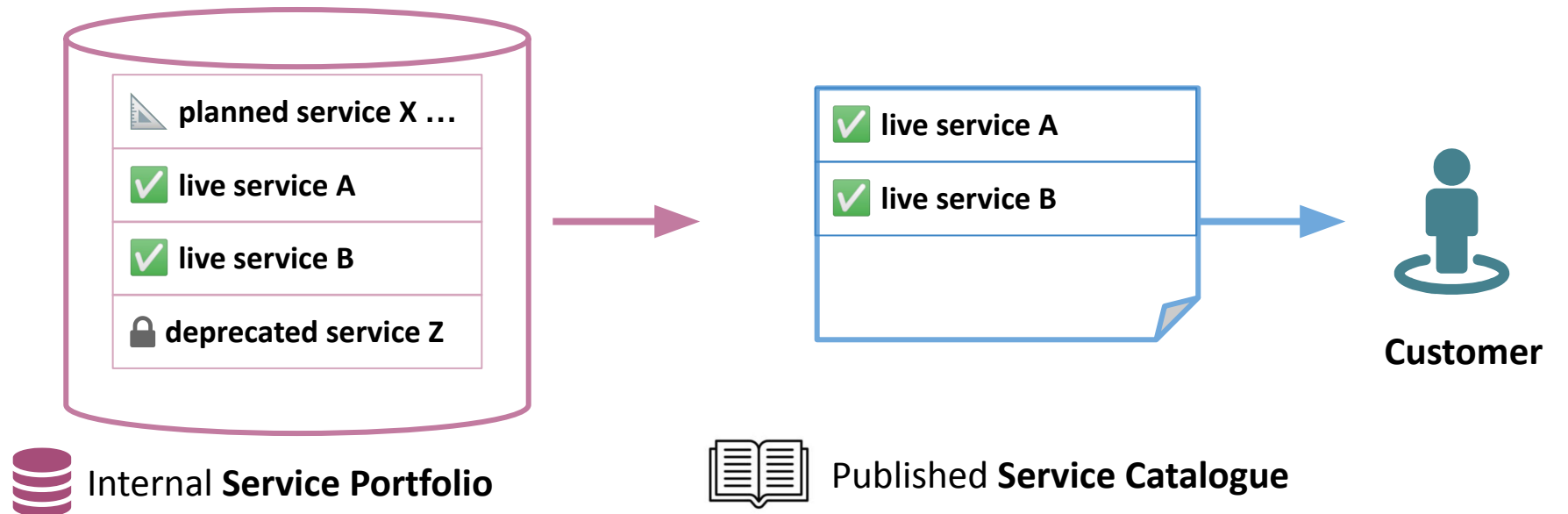
# Focus on Service Portfolio





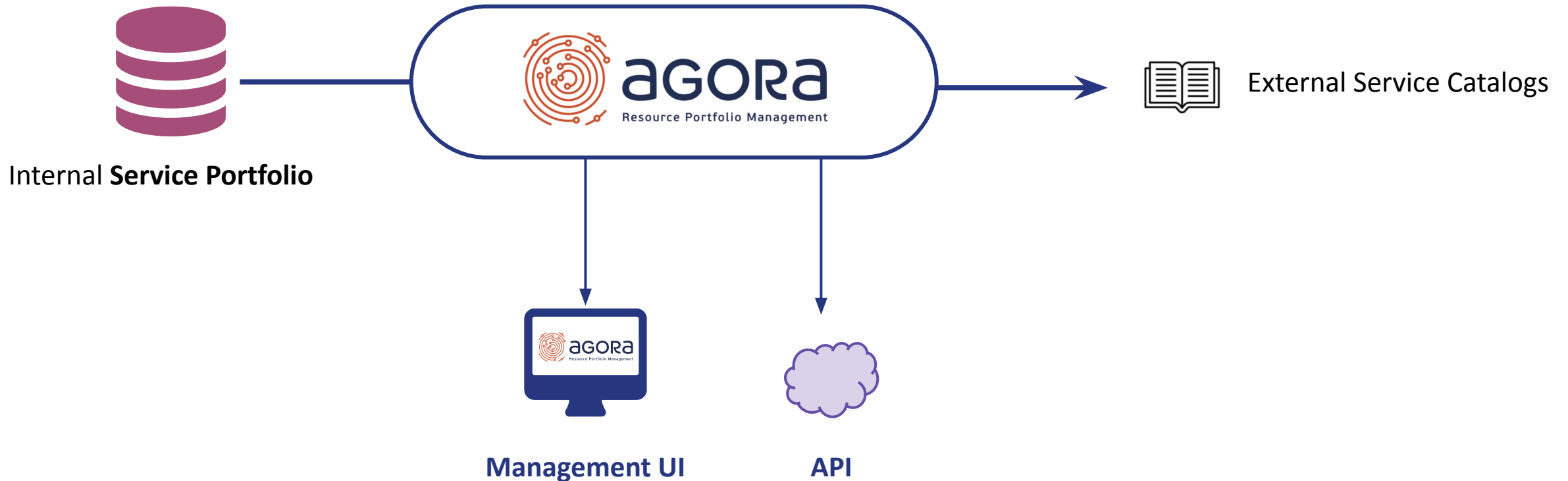
# Service Portfolio

- **Internal list/tool** used by Service Providers
- **Details on all services**
  - service in preparation
  - live services
  - discontinued services
- **basis for the service catalogue**



# Service Portfolio Management With AGORA

**Internal tool** used by Service Providers to Manage a Service Portfolio



# AGORA - List of Services



kaggis@admin.grnet.gr [LOGOUT](#)

- [Profile](#)
- [Resources](#)
- [Providers](#)
- [Contact Information](#)
- [Resource Settings](#)
- [Provider Settings](#)
- [Classification Settings](#)
- [User Settings](#)

ASNET-Cloud	ASNET-AM Cloud		Institute for Informatics and Automation Problems	TRL9	Published			
UNIKG_SCIDAR	SCIDAR - A Digital Archive of the University of Kragujevac	SCIDAR	University of Kragujevac	TRL8	Published			
KDK_Repo	Social Scientific Research Documentation Centre Repository		Research Documentation Centre, Centre for Social Sciences of the Hungarian Academy of Sciences	TRL9	Published			
NI4OS_Repo	NI4OS-Europe repository service	NI4OS_Repo	National Infrastructures for Research and Technology	TRL9	Published	grnet.ni4os-europe_repository_service	approved resource	
AGORA	Agora Resource Portfolio Management Tool		National Infrastructures for Research and Technology	TRL8	Published	grnet.agora_resource_portfolio_management_tool	approved resource	
DREAMM	DREAMM	DREAMM	Biomedical Research Foundation, Academy of Athens	TRL9	Published			
AVITOHOL	Avitohol		Institute of Information and Communication Technologies, Bulgarian Academy of Sciences	TRL9	Published			
RSC	RENAM Scientific Cloud		Research and Educational Networking Association of Moldova	TRL9	Published			
ARGO	ARGO monitoring engine		National Infrastructures for Research and Technology	TRL9	Published	grnet.argo_monitoring_engine	approved resource	
ACCOUNTING	Accounting system		Institute of Information and Communication Technologies, Bulgarian Academy of Sciences	TRL9	Published			
NANOCRYSTAL	NanoCrystal		Biomedical Research Foundation, Academy of Athens	TRL9	Published			
SCHRÖDINGER	Schrödinger API		University Ss. Cyril and Methodius, Faculty of Computer Science and Engineering	TRL8	Published			
HESPERIA	High Energy Solar Particle Events foRecasting and Analysis (HESPERIA)		National Observatory of Athens		Published			
UoB_CeR	CeR - Central Repository of the Institute of Chemistry, Technology and Metallurgy		Institute of Chemistry, Technology and Metallurgy, University of Belgrade	TRL9	Published			
NI4OS_Training	NI4OS-Europe training and webinar portal		University Ss. Cyril and Methodius, Faculty of Computer Science and Engineering	TRL9	Published			
UoB_SMILE	SMILE – School of dental Medicine dligital archivE		University of Belgrade - Faculty of Dental Medicine	TRL9	Published			

# AGORA Details of a service



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- Profile
- Resources
- Providers
- Contact Information
- Resource Settings ▼
- Provider Settings ▼
- Classification Settings ▼
- User Settings ▼

Resources > Details

## Basic information

[ERP.BAI.0 - ID](#)

NI4OS\_Repo

[State](#)

Published

[ERP.BAI.1 - Name](#)

NI4OS-Europe repository service

[ERP.BAI.2 - Abbreviation](#)

NI4OS\_Repo

[ERP.BAI.3 - Resource Organisation](#)

National Infrastructures for Research and Technology

[ERP.BAI.4 - Resource Providers](#)

National Infrastructures for Research and Technology

[ERP.BAI.5 - Webpage](#)

<https://repo.ni4os.eu/>

[EOSC ID](#)

grnet.ni4os-europe\_repository\_service

[EOSC State](#)

Approved Resource

## Marketing Information

[ERP.MRI.1 - Description](#)

NI4OS Repository Service (NRS) is the main storage service of a community that holds "Regional Community Datasets". The NRS is also the platform to host all kinds of additional data such as publications (and their associated data), software (or references to software), workflow descriptions (e.g. how to generate research data) or even materials targeting the general public. (e.g. images, videos etc.) NRS is integrated with a persistent identifier service as an assigned PID is required for each digital object (item, collection, community).

The repository service allows NI4OS-Europe users to deposit and share data via a user-friendly web interface. It can host publications and their associated data or software. It automatically generates a Persistent Identifier for each shared item. Access to shared items can be public or limited to selected repository users.

# Anatomy of Service Description Information

<b>BASIC</b>	id · name · providers · website
<b>MARKETING</b>	description · taglines · multimedia · use-cases
<b>CLASSIFICATION</b>	domain · category · target-users · tags
<b>MANAGEMENT</b>	terms · policies · helpdesk · monitoring · training · documentation
<b>GEOGRAPHICAL &amp; LANGUAGE AVAILABILITY</b>	
<b>LOCATION</b>	
<b>CONTACT</b>	public · owner · security-officer · helpdesk
<b>MATURITY</b>	version · technology readiness level · certifications · standards
<b>DEPENDENCIES</b>	required resources · related platforms · related resources
<b>ATTRIBUTION</b>	funding body · funding program · grant
<b>ACCESS &amp; ORDER</b>	order type · order page
<b>FINANCIAL</b>	payment model · pricing

## Based on EOSC Profiles specification V4.0

*common data models  
for EOSC entities  
(Providers, Resources, etc)  
and related taxonomies*

<https://eosc-portal.eu/providers-documentation/eosc-resource-profile>

# Anatomy of Service Description Information

## Basic information

### ERP.BAI.0 - ID \*

Global unique and persistent reference to the Resource. The first part denotes the Resource Provider and the second part the unique identifier of the resource.  
Example: openaire.foo

### ERP.BAI.1 - Name \*

**EOSC required** Unique, brief and descriptive name of Resource as assigned by the Provider.

### ERP.BAI.2 - Abbreviation \*

**EOSC required** Abbreviation or Short name of the Resource

### ERP.BAI.3 - Resource Organisation \*

**EOSC required** The name (or abbreviation) of the organisation that manages or delivers the Resource, or that coordinates resource delivery in a federated scenario.

### ERP.BAI.4 - Resource Providers

#### EPP.BAI.1 - Name

Table Is Empty

ADD

The name(s) (or abbreviation(s)) of Provider(s) that manage or deliver the Resource in federated scenarios.

## Marketing Information

### ERP.MRI.1 - Description

Paragraph ↶ ↷ [🔗](#) **B** *I*

- ☰
- ☰

📄 🗑️ *ℱ* <>

**EOSC required**

### ERP.MRI.2 - Tagline

**EOSC required** Short catch-phrase for marketing and advertising purposes.

### ERP.MRI.3 - Logo

**EOSC required** Link to the logo/visual identity of the Resource. The logo will be visible at the Portal.

#### ERP.MRI.5 - Multimedia name

name

ERP.MRI.4 - Multimedia URL

+ ADD MULTIMEDIA

List of links to video, screenshots or slides showing details of the Resource.

#### ERP.MRI.7 - Use Case name

name

ERP.MRI.6 - Use Case URL

+ ADD USE CASE

List of links to use cases supported by this Resource.

## Management Information

### ERP.MGI.1 - Helpdesk Page

The URL to a webpage to ask more information from the Provider about this Resource.

### ERP.MGI.2 - User Manual

**EOSC required** Link to the Resource user manual and documentation.

### ERP.MGI.3 - Terms of Use

**EOSC required** Webpage describing the rules, Resource conditions and usage policy which one must agree to abide by in order to use the Resource.

### ERP.MGI.4 - Privacy Policy

**EOSC required** Link to the privacy policy applicable to the Resource.

### ERP.MGI.5 - Access Policy

Information about the access policies that apply.

### ERP.MGI.6 - Resource Level

Webpage with the information about the levels of performance that a Provider is expected to deliver.

### ERP.MGI.7 - Training Information

Webpage to training information on the Resource.

### ERP.MGI.8 - Status Monitoring

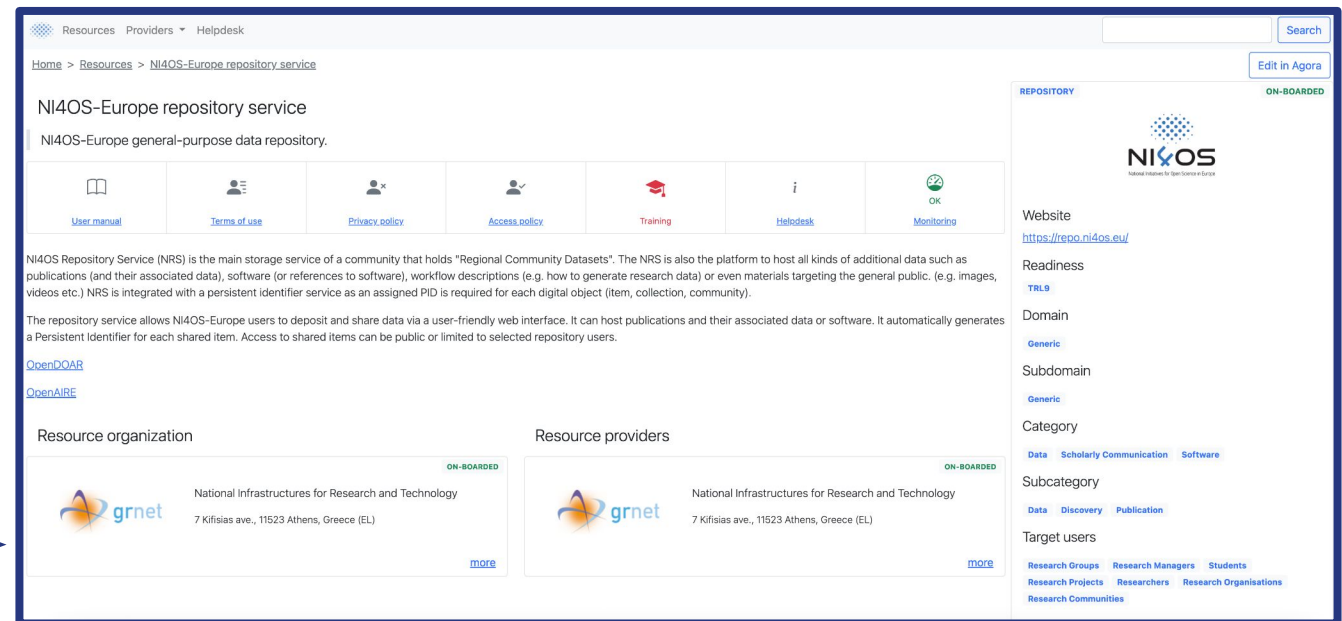
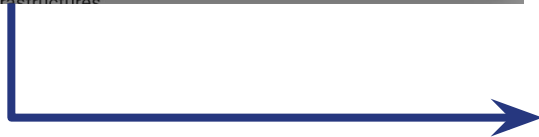
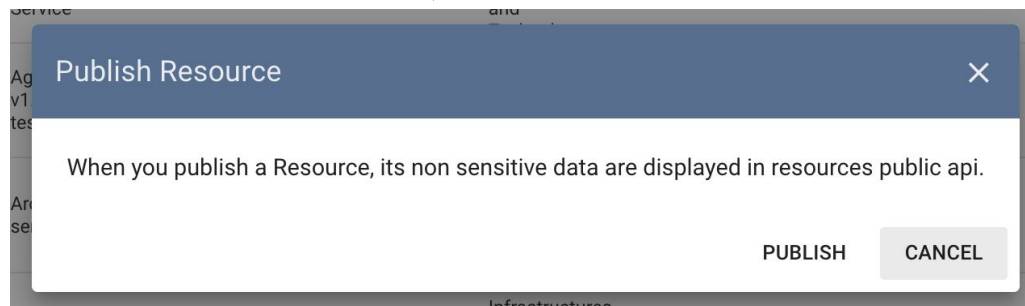
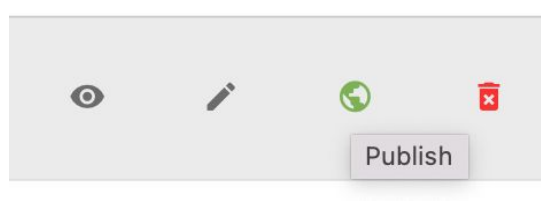
Webpage with monitoring information about this Resource.

### ERP.MGI.9 - Maintenance

Webpage with information about planned maintenance windows for this Resource.

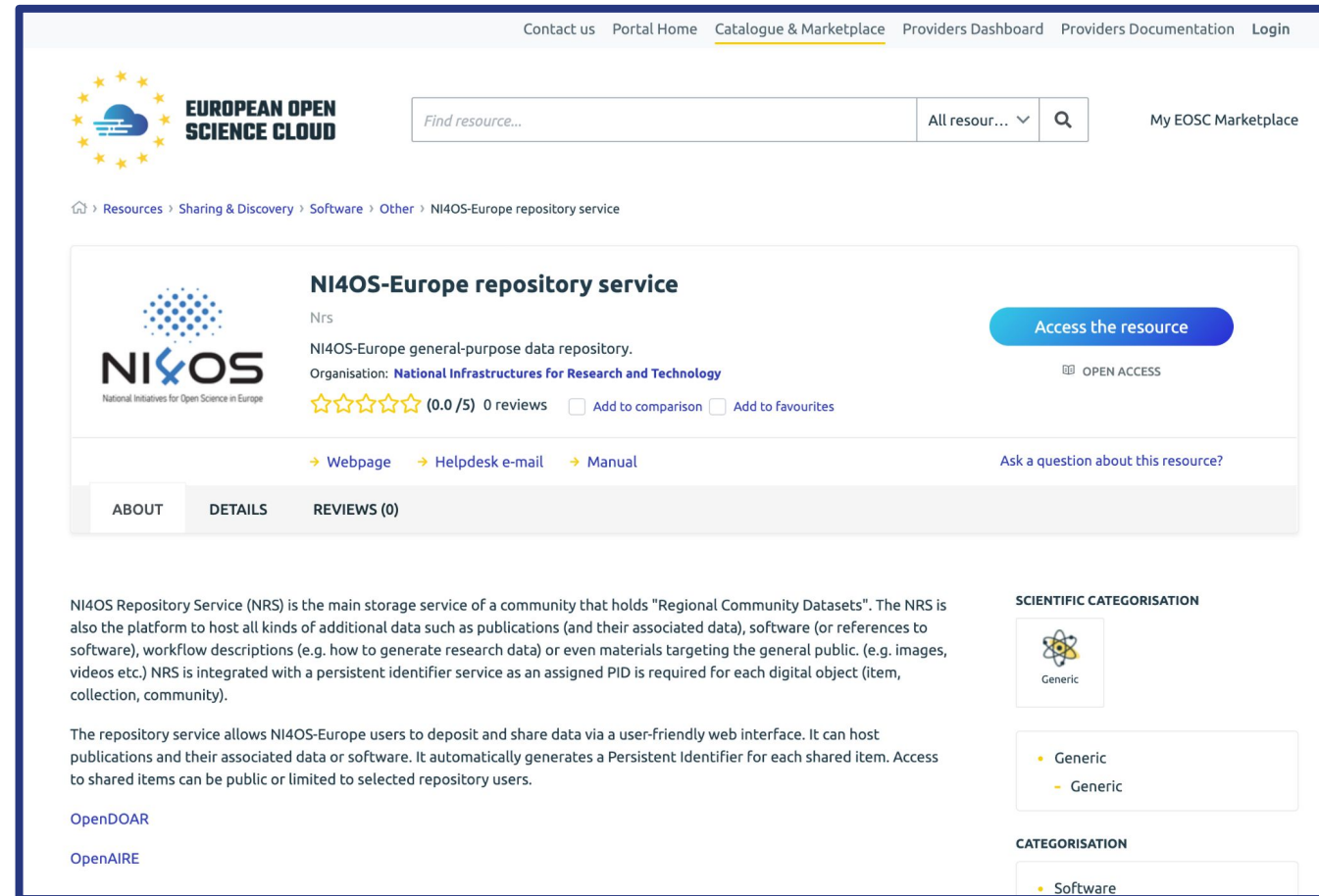
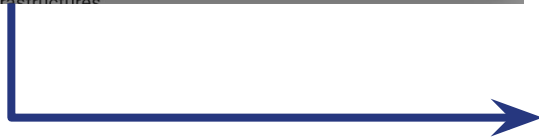
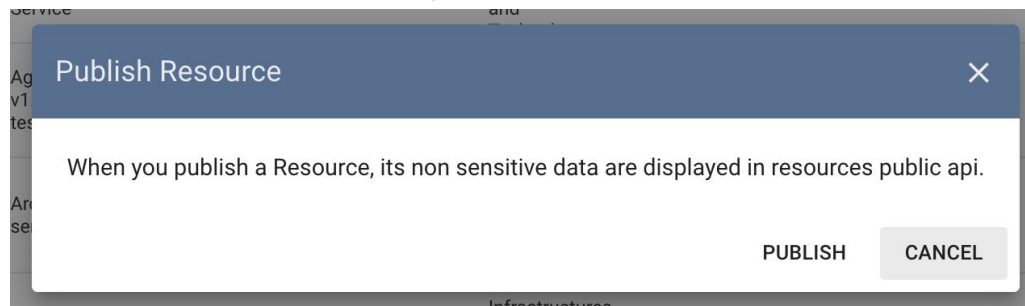
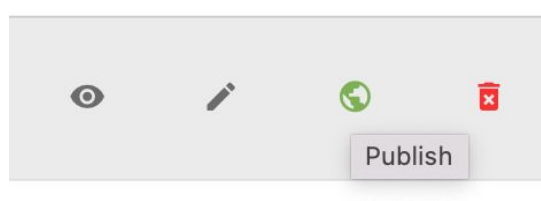
# Publish service to NI4OS catalog

## One Button publish

A screenshot of the NI4OS catalog page. The page title is 'NI4OS-Europe repository service' and the subtitle is 'NI4OS-Europe general-purpose data repository.' Below the title is a navigation bar with links for 'User manual', 'Terms of use', 'Privacy policy', 'Access policy', 'Training', 'Helpdesk', and 'Monitoring'. The main content area is divided into two columns: 'Resource organization' and 'Resource providers'. Both columns show a card for 'National Infrastructures for Research and Technology' with the 'grnet' logo and address '7 Kifisias ave., 11523 Athens, Greece (EL)'. The 'ON-BOARDED' status is visible in the top right of each card. A 'more' link is at the bottom of each card. On the right side, there is a sidebar with the NI4OS logo and various metadata fields: Website (https://repo.ni4os.eu/), Readiness (TRL9), Domain (Generic), Subdomain (Generic), Category (Data, Scholarly Communication, Software), Subcategory (Data, Discovery, Publication), and Target users (Research Groups, Research Managers, Students, Research Projects, Researchers, Research Organisations, Research Communities).

# Publish service to EOSC Marketplace

## One Button publish

A screenshot of the EOSC Marketplace page for the 'NI4OS-Europe repository service'. The page header includes navigation links: 'Contact us', 'Portal Home', 'Catalogue & Marketplace', 'Providers Dashboard', 'Providers Documentation', and 'Login'. The main content area features the 'EUROPEAN OPEN SCIENCE CLOUD' logo, a search bar with 'Find resource...', and a breadcrumb trail: 'Resources > Sharing & Discovery > Software > Other > NI4OS-Europe repository service'. The service details include the 'NI4OS' logo, the title 'NI4OS-Europe repository service', and a description: 'NI4OS-Europe general-purpose data repository. Organisation: National Infrastructures for Research and Technology'. It also shows a rating of 0.0/5 with 0 reviews and buttons for 'Add to comparison' and 'Add to favourites'. A blue 'Access the resource' button is prominent. Below this, there are links for 'Webpage', 'Helpdesk e-mail', and 'Manual', along with a link to 'Ask a question about this resource?'. The page is divided into sections: 'ABOUT', 'DETAILS', and 'REVIEWS (0)'. The 'DETAILS' section contains a paragraph describing the NRS as the main storage service for 'Regional Community Datasets'. The 'SCIENTIFIC CATEGORISATION' section shows a 'Generic' category selected. The 'CATEGORISATION' section shows 'Software' selected. At the bottom, there are links for 'OpenDOAR' and 'OpenAIRE'.



# to Recap

Importance of Service Management

**technology → people → processes**

Importance of Service Portfolio

**Service Portfolio → Service Catalog → User**

Central point of reference for all services

**Internal & External  
Communication/coordination**

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# Any Questions?



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